

**CIVIL RIGHTS COMPLIANCE REVIEW REPORT
FOR THE
COUNTY OF SANTA CLARA
SOCIAL SERVICES AGENCY
Conducted
April 20 thru April 24, 2009**

**California Department of Social Services
Human Rights and Community Services Division
Civil Rights Bureau
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**Reviewer
James Urquizo**

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CIVIL RIGHTS COMPLIANCE REVIEW REPORT

I. INTRODUCTION

The purpose of this review by the California Department of Social Services (CDSS) Civil Rights Bureau (CRB) staff was to assess the Santa Clara Social Services Agency with regard to its compliance with CDSS Manual of Policies and Procedures (MPP) Division 21 Regulations, and other applicable state and federal civil rights laws.

An on-site compliance review was conducted on April 20 through April 24, 2009 with an introductory meeting held with Karmen Dorsett, Civil Rights Coordinator. An exit interview was held with Santa Clara Managers April 24, 2009 to review the findings.

The review was conducted in the following locations:

| Name of Facility | Address | Programs | Non-English languages spoken by a substantial number of clients (5% or more) |
|-------------------------------------------|-----------------------------------|--------------------------|-------------------------------------------------------------------------------------|
| Santa Clara Social Services Agency | 333 W. Julian , San Jose, CA | IHSS, APS | Spanish |
| Santa Clara Social Services Agency | 100 N. Moffett, Mountain View, CA | CALWORKS, FOOD STAMPS | Spanish |
| Santa Clara Social Services Agency | 1919 Senter Rd, San Jose, CA | FOOD STAMPS, ELIGIBILITY | Spanish |
| Santa Clara Social Services Agency | 373 W. Julian , San Jose, CA | CHILD WELFARE SERVICES | Spanish |

II. SUMMARY OF METHODOLOGY

In preparing for this review, CDSS staff completed the following tasks:

- Reviewed the 2008 Annual Civil Rights Plan submitted by the County.
- Reviewed the civil rights discrimination complaint database for a complete listing of complaints filed against the County for the last year.

Headquarters and on-site review procedures included:

- Interviews of public contact staff
- Survey of program managers
- Case file reviews
- Facility inspections

Each site/program was reviewed for compliance in the following areas:

- Dissemination of Information
- Facility Accessibility for Individuals with Disabilities
- Bilingual Staffing/Services for Non-English-Speaking Clients
- Accessibility for Clients with Visual or Hearing Impairments
- Documentation of Client Case Records
- Staff Development and Training
- Discrimination Complaint Procedures

Here is a summary of the sources of information used for the review:

Interviews Conducted of Public Contact Staff

| Classifications | Total | Bilingual |
|-------------------------|--------------|------------------|
| Eligibility Workers | 5 | 4 |
| Children Social Workers | 12 | 10 |
| Adult Program Workers | 3 | 3 |
| Receptionist/Screeners | 5 | 4 |
| Total | 25 | 21 |

Program Manager Surveys

| | |
|-------------------------------|---|
| Number of surveys distributed | 4 |
| Number of surveys received | 4 |

Reviewed Case Files

| | |
|--------------------------------------------------------------|-----------------------------------------------------------|
| English speakers' case files reviewed | 18 |
| Non-English or limited-English speakers' case files reviewed | 62 |
| Languages of clients' cases | English, Spanish, Farsi , Vietnamese, Russian, Chinese |

Sections III through VIII of this report contain specific Division 21 civil rights requirements and present field review findings regarding the county's compliance with each requirement. The report format first summarizes each requirement, then the actual review team findings, including appropriate comparisons. This format is an effort to validate the application of policies and procedures contained in the annual plan. Required corrective actions are stated at the end of each section.

Section IX of the report is reserved for a declaration of overall compliance.

III. DISSEMINATION OF INFORMATION

Counties are required to disseminate information about program or program changes and about how applicants and recipients are protected by the CDSS regulations (Division 21). This dissemination should occur through outreach and information to all applicants, recipients, community organizations, and other interested persons, including non- and limited-English speakers and those with impaired hearing or vision or other disabling conditions.

A. Findings

| Access to Services, Information and Outreach | Yes | No | Some-times | Comments |
|--------------------------------------------------------------------------------------------------------------|------------|-----------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------|
| Does the county accommodate working clients by flexing their hours or allowing applications to be mailed in? | X | | | |
| Does the county have extended hours to accommodate clients? | X | | | |
| Can applicants access services when they cannot go to the office? | X | | | |
| Does the county ensure the awareness of available services for individuals in remote areas? | X | | | Santa Clara County Social Services Agency ensures awareness of services through the usage of satellite offices throughout the county. |

| Signage, posters, pamphlets | Yes | No | Some-times | Comments |
|----------------------------------------------------------|------------|-----------|-------------------|-----------------|
| Does the county use the CDSS pamphlet "Your Rights Under | X | | | |

| Signage, posters, pamphlets | Yes | No | Some-times | Comments |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|-----------|-------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>California Welfare Programs" (Pub 13)?</p> <p>Is the pamphlet distributed and explained to each client at intake and re-certification?</p> | X | | | |
| <p>Was the current version of Pub 13 available in English, Spanish, Lao, Vietnamese, Chinese, Hmong, Russian, Korean, Farsi, Arabic, Laotian, Tagalog, Armenian and Cambodian?</p> | X | | | |
| <p>Was the Pub 13 available in large print, audiocassette and Braille?</p> | | X | | Audiocassette Pub 13 was not available at numerous sites visited. |
| <p>Were the current versions of the required posters present in the lobbies?</p> | X | | | |
| <p>Did the workers know the location of the required posters with the Civil Rights Coordinator's name and address?</p> | X | | | |
| <p>Were there instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking clients translated into appropriate languages?</p> | | X | | <p>Client instructional and directional signage in threshold language was not present in numerous offices.</p> <p><u>333 Julian Street:</u></p> <ul style="list-style-type: none"> • Office Hours • Visitor Entrance sign • Lobby signs <p><u>100 N. Moffett Blvd:</u></p> <ul style="list-style-type: none"> • Parking Directional sign unavailable |

| Signage, posters, pamphlets | Yes | No | Sometimes | Comments |
|-----------------------------|-----|----|-----------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | <ul style="list-style-type: none"> Signs not in threshold language: <ol style="list-style-type: none"> SSA mail box Hours CalWorks Orientation here No Smoking No Directional sign to main entrance Lobby signs not in threshold: <ol style="list-style-type: none"> "Please take a number" "Information Center" <p><u>1919 Senter Road:</u></p> <ul style="list-style-type: none"> "Office Hours" sign is not in Threshold Language. "Ring Door Bell For Assistance" sign is not in Threshold Language Numerous signs in lobby are not in Threshold Language: |

| Signage, posters, pamphlets | Yes | No | Some-times | Comments |
|-----------------------------|-----|----|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | <p>“Medical Center Window”</p> <p>“Health Care Options Referral Here!”</p> <p>“Health Care Options 1-800-430-4263</p> <p>“Health Care Options”</p> <p>“Welcome Start Here”</p> <p>Digital “ticker tape” board not in Threshold Language</p> <p>“Interpreters Spanish”</p> <p>“Orientation in Session Do Not Interrupt”</p> <p>“Attention, Due to Federal Privacy Laws.....”</p> <p>“Not a Waiting Area. Please have a Seat”</p> <p>“Please remain seated in the lobby area”</p> <p>“Please have a seat (2)”</p> |

| Signage, posters, pamphlets | Yes | No | Sometimes | Comments |
|-----------------------------|-----|----|-----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | | | <p>“Return Completed Application here (2)”</p> <p><u>373 West Julian:</u></p> <ul style="list-style-type: none"> • Parking: There is no directional signage leading clients to accessible main entrance. • Main Entrance Signs not in threshold language: <p>“Office Hours”</p> <p>“Exit Main Entrance”</p> <p>“Visitors Entrance”</p> |

B. Corrective Actions

| Informational Element | Corrective Action Required |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Auxiliary aids | <p>Santa Clara County shall ensure the availability of large print, Braille, and auditory aids for participants in all of the programs for which CDSS has oversight responsibility.</p> <p>Div. 21-115.4</p> |

C. Recommendation

The most recent version for each of the above referenced documents is:

| | | |
|--------------|--------------------------------------------------|-------|
| Pub 13 | "Your Rights under California Welfare Programs" | 03/07 |
| Pub 86 | "Everyone is Different, but Equal Under the Law" | 03/07 |
| Form AD 475B | "And Justice for All" | 12/99 |

Contact your program consultant to receive the most recent versions, or download the Pub 13 from the CRB website http://www.dss.cahwnet.gov/civilrights/YourRights_498.htm.

IV. FACILITY ACCESSIBILITY FOR INDIVIDUALS WITH DISABILITIES

The Americans with Disabilities Act (ADA) requires public accommodations to provide goods and services to people with disabilities on an equal basis with the rest of the general public. The goal is to afford every individual the opportunity to benefit from the services available. The federal regulations require that architectural and communication barriers that are structural must be removed in public areas of existing facilities when their removal is readily achievable; in other words, easily accomplished and able to be carried out without much difficulty or expense.

The facility review is based on four priorities supported by the ADA regulations for planning achievable barrier removal projects. The priorities include ensuring accessible approach and entrance to the facility, access to goods and services, access to restrooms, and any other measures necessary.

Note that the references to the Americans with Disabilities Act Accessibility Guidelines (ADAAG) in the Corrective Action column refer to the federal Standards for Design. Title 24 of California Code and Regulations (T24 CCR) is also cited because there are instances when California state law is stricter than ADAAG specifications.

The county must ensure that programs and activities are readily accessible to individuals with disabilities. This includes building accessibility and availability of accessible parking as well as accessibility of public telephones and restrooms.

1. Findings and Corrective Actions

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

Facility Location: 333 Julian Street, San Jose

| Facility Element | Findings | Corrective Action |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parking | Four freestanding signs were too short at: 71.5" high, 69.5" high, 70.0" high, and 70.5" high. Parking spots located in front of the building. | Sign height shall be 80" minimum from bottom of sign to top of finish grade. (CA T24 1129B.5, ADA 4.6.5) p. 133 |
| Parking | Four disabled spots were short at 16' in length. Parking spots located in front of the building. | Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.4.1) p 135 Access aisle shall be 18' x 5' minimum for cars. (CA T24 1129B.4.1 & 2, ADA 4.6.3) p. 135 |
| Main Entrance | There is no directional signage directing clients to accessible entrance at front of building. | A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.8.1.2) pp. 183, 353 |
| Main Entrance | Office hours sign is not in threshold language at the front entrance. | All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/ recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants /recipients may request aid or services in their primary language. (Div 21.107-212) |
| Main Entrance | Visitors entrance sign not in threshold language in the front entrance. | All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English- |

| | | |
|--------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | speaking applicants/ recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants /recipients may request aid or services in their primary language. (Div 21.107-212) |
| Client Lobby | <p>Several signs in lobby were not in threshold language:</p> <p>“Please use the phone against the wall...”</p> <p>“These premises monitored...”</p> <p>“In-house phone...”</p> <p>“Please pickup the phone...”</p> | All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/ recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants /recipients may request aid or services in their primary language. (Div 21.107-212) |
| Client Lobby | “Everyone is Different, but Equal under the Law” Poster is missing. | Posters on nondiscrimination provided by CDSS shall be prominently displayed in all waiting rooms and reception areas. The county welfare department shall place on the posters the name, office telephone number, and office address of the person(s) in the CWD who is responsible for processing discrimination complaints. Posters dealing specifically with nondiscrimination in the Food Stamp Program shall be prominently posted in all certification and issuance offices (Div 21-107.211) |
| Client Lobby | Pub 13 in audio and large print was not available. | Pamphlets supplied by CDSS entitled "Your Rights Under California Welfare Programs" shall be made available in all CWD waiting rooms and reception areas |

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|------------------|--------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | and shall be distributed and explained to each applicant/recipient at intake and reinvestigation of eligibility. The pamphlets shall be in the primary languages of the CWD's applicant/recipient population including alternate formats (e.g., cassette tapes, large print, etc.). (Div 21-107.221) |
| Men's Restroom | Men's restroom entrance signs are too high. The door sign is 56 ¾" high and the wall sign is 55" high. | Door sign and wall sign shall be 60" above the floor. For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p. 263 Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p. 263 |
| Women's Restroom | Women's restroom entrance signs are too high. The door sign is 55" high and the wall sign is 54" high. | Door sign and wall sign shall be 60" above the floor. For permanent identification, the sign shall be installed on the wall adjacent to latch outside of door. If there is no space, including at double leaf doors, the sign shall be placed on nearest adjacent wall, preferably on the right. (CA T24 1117B.5.7, ADA 4.30.6) p. 263 Raised characters shall be raised 1/32" minimum and shall be Sans Serif upper case characters accompanied by Grade 2 Braille. (CA T24 1117B.5.5.1, ADA 4.30.4) p. 263 |

A2. Findings and Corrective Actions

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

Facility Location: 100 N. Moffett Blvd, Mountain View

| Facility Element | Findings | Corrective Action |
|------------------|--------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parking | Three “unauthorized parking” signs at entrance to off-street accessible parking contain incorrect wording. | Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17” by 22” min. in size with lettering 1” min. high, stating: “Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner’s expense. Towed vehicles may be reclaimed at _____ or by telephoning _____.” (CA T24 1129B.5) p 133 |
| Parking | One freestanding sign was 78’ high. | Sign height shall be 80” minimum from bottom of sign to top of finish grade. (CA T24 1129B.5, ADA 4.6.5) p 133 |
| Parking | Directional signage is not available, in the parking lot, to indicate accessible route to the main entrance. | A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.8.1.2) pp. 183, 353 |

| | | |
|---------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Main Entrance | <p>These signs were not in threshold language:</p> <ol style="list-style-type: none"> 1. SSA mail box 2. Hours 3. CalWorks Orientation here 4. No Smoking | Directional and Informational Signage should be available in threshold languages. Div 21.107-212 |
| Main Entrance | There is no directional signage to the accessible feature at main entrance. | A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.8.1.2) pp 183, 353 |
| Main Entrance | There are no ISA signs on the front entrance to the building. | Characters, symbols and their backgrounds have a non-glare finish. Characters and symbols contrast with their background, either light characters on a dark background or dark characters on a light background. (CA T24 1117B.5.2, ADA 4.30.5) p 355 |
| Client Lobby | <p>These signs were not in threshold language:</p> <ol style="list-style-type: none"> 1. "Please take a number" 2. "Information Center" | Directional and Informational Signage should be available in threshold languages. Div 21.107-212 |
| Client Lobby | Pub 13 not available in Braille, or audio at client counter. | Posters on nondiscrimination provided by CDSS shall be prominently displayed in all waiting rooms and reception areas. The county welfare department shall place on the posters the name, office telephone number, and office address of the person(s) in the |

| | | |
|------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | | CWD who is responsible for processing discrimination complaints. Posters dealing specifically with nondiscrimination in the Food Stamp Program shall be prominently posted in all certification and issuance offices. (Div 21-107.221) |
| Client Interview Rooms | <p>Numerous client rooms have desks that are shorter than the 27" minimum height required for knee spaces:</p> <p>Client rooms:</p> <ul style="list-style-type: none"> • 13 – 26" • 26 – 26" • 10 – 26" • 7 – 25" • 9 – 27" • 25 – 25" • 4 – 25.5" • 3 – 26" • 5 – 26" • 27 – not accessible • 21 – not accessible • 2 – 26" • 12 – 26" • 14 – 26" • 15 – 26" | Minimum seating knee space is 27" high, 30" wide and 19" deep. (CA T24 1122B.3, ADA 4.32.3) p 349 |
| Telephones | <p>Operable parts to numerous phones are not in the required height.</p> <ul style="list-style-type: none"> • One EBT Phone is too high at 53" height. . | <p>Forward Reach Telephone: highest operable part maximum 48" above the floor. (CA T24 1118B.5, ADA 4.31.3 and 4.2.5) p 351</p> <p>Side Reach Telephone: the highest operable part shall be 54" maximum above the floor (CA T24 1117B.2.6 & 1118B.6,</p> |

| | | |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|
| | <p>One Medical Phone is too high at 53" high.</p> <ul style="list-style-type: none"> Two Lobby Phones are too high – right phone at 54" high and left phone at 53" high. | ADA 4.31.3 & 4.2.6) p 251 |
|--|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|

A3. Findings and Corrective Actions

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

Facility Location: 1919 Senter Road, San Jose

| Facility Element | Findings | Corrective Action |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parking | <p>"Unauthorized parking" signs are not located at parking entrance. One is posted in front of a parking spot.</p> <p>(Even though "unauthorized parking" signage is not located at each parking lot entrance, one is visible in front of a disabled space.)</p> | <p>Additional sign shall be posted in conspicuous place at entrances to off-street parking facilities, or adjacent to and visible from each space. Sign shall be 17" by 22" min. in size with lettering 1" min. high, stating: "Unauthorized vehicles parked in designated accessible spaces not displaying distinguishing placards or license plates issued for persons with disabilities may be towed away at owner's expense. Towed vehicles may be reclaimed at _____ or by telephoning _____." (CA T24 1129B.5) p 133</p> |
| Parking | Six out of eight freestanding signs are not at the appropriate height. | Sign height shall be 80" minimum from bottom of sign to top of finish grade. (CA T24 1129B.5, ADA 4.6.5) p 133 |

| | | |
|---------------|--------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | From right to left: 79"high, 75" high, 78" high, 76" high, 76.5" high, and 70" high. | Wall signage shall be centered 36" minimum above grade, ground, or sidewalk at the interior end of space. (CA T24 1129B.5) p 133 |
| Parking | Seven disabled spots are too narrow at 16' long. | Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.4.1) p 135 Access aisle shall be 18' x 5' minimum for cars. (CA T24 1129B.4.1 & 2, ADA 4.6.3) p 135 |
| Parking | One van disabled spot is too short at 16' long. | Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.4.1) p 135 Access aisle shall be 18' x 5' minimum for cars. (CA T24 1129B.4.1 & 2, ADA 4.6.3) p 135 |
| Parking | Signage on pavement clearly depicting a wheelchair w/occupant needs repainting. | Pavement signage shall be 36" x 36" minimum, white on blue in color, visible and centered. (CA T24 1129B.5.1 & 2) p 133 |
| Parking | "No Parking" painted on pavement in access aisles needs repainting. | The words "NO PARKING" shall be painted on the ground in each 5' or 8' loading and unloading access aisle in white letters no smaller than 12". (CA T24 1129B.4.1 & 2) p 135 |
| Main Entrance | "Office Hours" sign is not in threshold language. | All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants /recipients may request aid or services in their primary language. (Div 21.107-212) |

| | | |
|---------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Main Entrance | <p>“Ring Door Bell For Assistance” sign is not in threshold language.</p> | <p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants /recipients may request aid or services in their primary language. (Div 21.107-212)</p> |
| Client Lobby | <p>Numerous signs in lobby are not in threshold language:</p> <ul style="list-style-type: none"> • “Medical Center Window” • “Health Care Options Referral Here!” • “Health Care Options 1-800-430-4263 • “Health Care Options” • “Welcome Start Here” • Digital “ticker tape” board not in Threshold Language • “Interpreters Spanish” • “Orientation in Session Do Not Interrupt” • “Attention, Due to Federal Privacy Laws.....” • “Not a Waiting Area. Please have a Seat” • “Please remain | <p>All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants /recipients may request aid or services in their primary language. (Div 21.107-212)</p> |

| | | |
|--------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| | seated in the lobby area” <ul style="list-style-type: none"> • “Please have a seat (2)” • “Return Completed Application here (2)” | |
| Client Lobby | Pub 13 in large print, Braille and audio is not available. | Pamphlets supplied by CDSS entitled "Your Rights Under California Welfare Programs" shall be made available in all CWD waiting rooms and reception areas and shall be distributed and explained to each applicant/recipient at intake and reinvestigation of eligibility. The pamphlets shall be in the primary languages of the CWD's applicant/recipient population including alternate formats (e.g., cassette tapes, large print, etc.). (Div 21-107.221) |

A4. Findings and Corrective Actions

Regulations cited are from the Title 24, California Code of Regulations (T24 CCR) and ADAAG.

Facility Location: 373 West Julian, San Jose

| Facility Element | Findings | Corrective Action |
|------------------|-----------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parking | Seven accessible disabled spots are 16' long. | Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.4.1) p 135 Access aisle shall be 18' x 5' minimum for cars. (CA T24 1129B.4.1 & 2, ADA 4.6.3) p 135 |

| | | |
|---------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Parking | Seven accessible disabled spots are 8'9" wide. | Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.4.1) p 135 Access aisle shall be 18' x 5' minimum for cars. (CA T24 1129B.4.1 & 2, ADA 4.6.3) p 135 |
| Parking | One Van-Accessible space, access aisle, is 8.9' wide and 17' long. | Length of parking space shall be at least 18' long, 9' wide. (CA T24 1129B.4.1) p 135 Van access aisle shall be 18' x 8' minimum on passenger side. (CA T24 1129 B.4.1, ADA 4.6.3) p 135 |
| Parking | Accessible parking is not located as close as possible to entrance. | Located on shortest accessible route. (CA T24 1129B.1.2, ADA 4.3.2(1)) p 131 |
| Parking | There is no directional signage leading clients to accessible feature at main entrance. | A sign with the international symbol of accessibility shall be at every primary entrance and every major junction indicating the direction along or to accessible features. (CA T24 1127B.3, ADA 4.1.3(16B), CA T24 1117B.5.8.1.2) pp 183, 353 |
| Parking | Ramp has a slope of 12.1% (on the side of the building). | Slope of curb ramp does not exceed 1:12 (8.3% slope) (CA T24 1127B.5.3, ADA 4.8.2) |
| Parking | One access aisle on passenger side of van space has a ramp extending into parking space with a length of 6'2" and width of 4'. | Walks and sidewalks subject to these regulations shall have a continuous surface, not interrupted by steps or by abrupt changes in level exceeding ½ inch and shall be a minimum of 48" in width. Surfaces shall be slip resistant. (CA T24 1133B.7.1) p 160 |

| | | |
|------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Main Entrance | <p>Signs not in threshold language:</p> <ul style="list-style-type: none"> • “Office Hours” • “Exit Main Entrance” • “Visitors Entrance” | All instructional and directional signs posted in waiting areas and other places frequented by a substantial number of non-English-speaking applicants/recipients shall be translated into appropriate languages. Such signs, or an additional sign, shall state that applicants /recipients may request aid or services in their primary language. (Div 21.107-212) |
| Client Lobby | Pub 13 is not available in large print and audio. | Pamphlets supplied by CDSS entitled "Your Rights Under California Welfare Programs" shall be made available in all CWD waiting rooms and reception areas and shall be distributed and explained to each applicant/recipient at intake and reinvestigation of eligibility. The pamphlets shall be in the primary languages of the CWD's applicant/recipient population including alternate formats (e.g., cassette tapes, large print, etc.). (Div 21-107.221) |
| Men’s Restroom | Force to open door, excessive at 11 lbs. | Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 195 |
| Women’s Restroom | Force to open door, excessive at 12 lbs. | Interior Door will have 5 pounds maximum pressure. (CA T24 1133B.2.5, ADA 4.13.11(2)(b)) p 195 |

V. Photography



333 West Julian, San Jose, CA
Monday – April 20, 2009
Santa Clara County



**Four Freestanding signs were short at:
71.5", 69.5", 70.0", 70.5"**



Freestanding sign short in height



Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Signs not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Signs not in Threshold Language



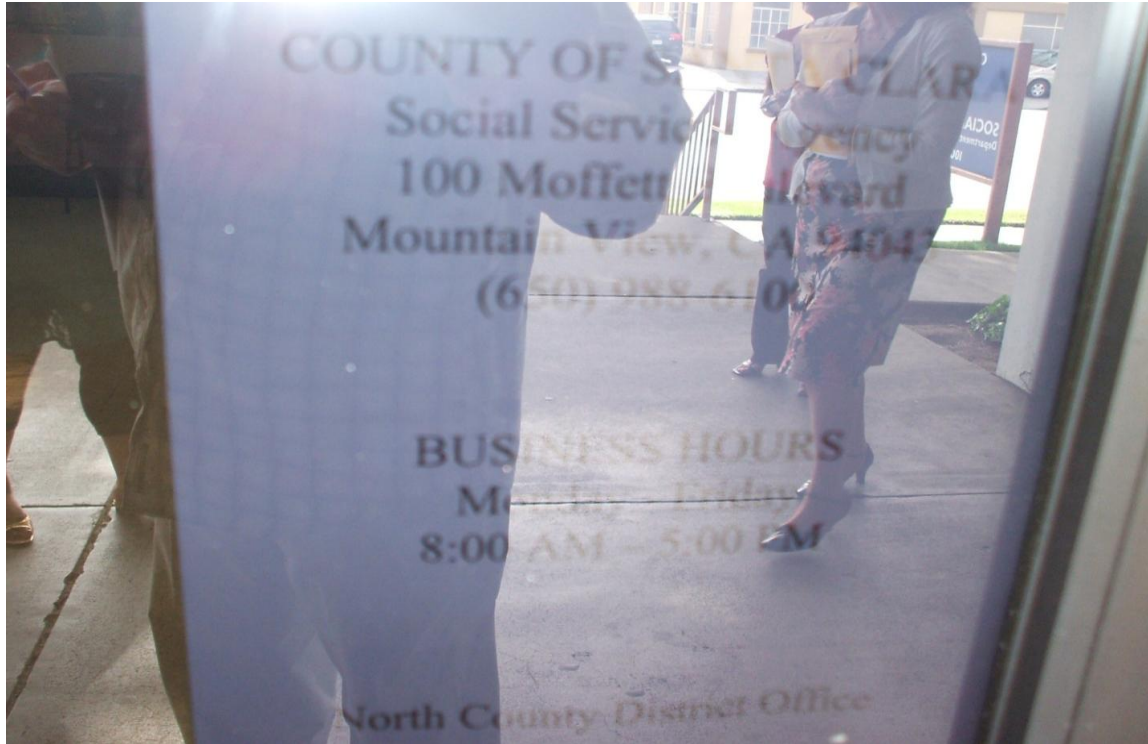
100 North Moffett Blvd, Mountain View, CA
Monday - April 21, 2009
Santa Clara County



No Directional Signage to Front Entrance



Correct "Unauthorized Parking" sign not used (in 3 parking entry spots)



Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Mail drop off sign not in threshold language



Sign not in Threshold Language



Sign not in Threshold Language



1919 Senter Road, San Jose, CA
Wednesday - April 22, 2009
Santa Clara County



Parking lines and signs need to be repainted



Parking signs need to be repainted



Parking lines need to be repainted



Sign not in Threshold Language



Freestanding sign short in height



Correct "Unauthorized Parking" sign not used



Parking lines and signs need to be repainted



Freestanding signs short in height



Sign not in Threshold Language



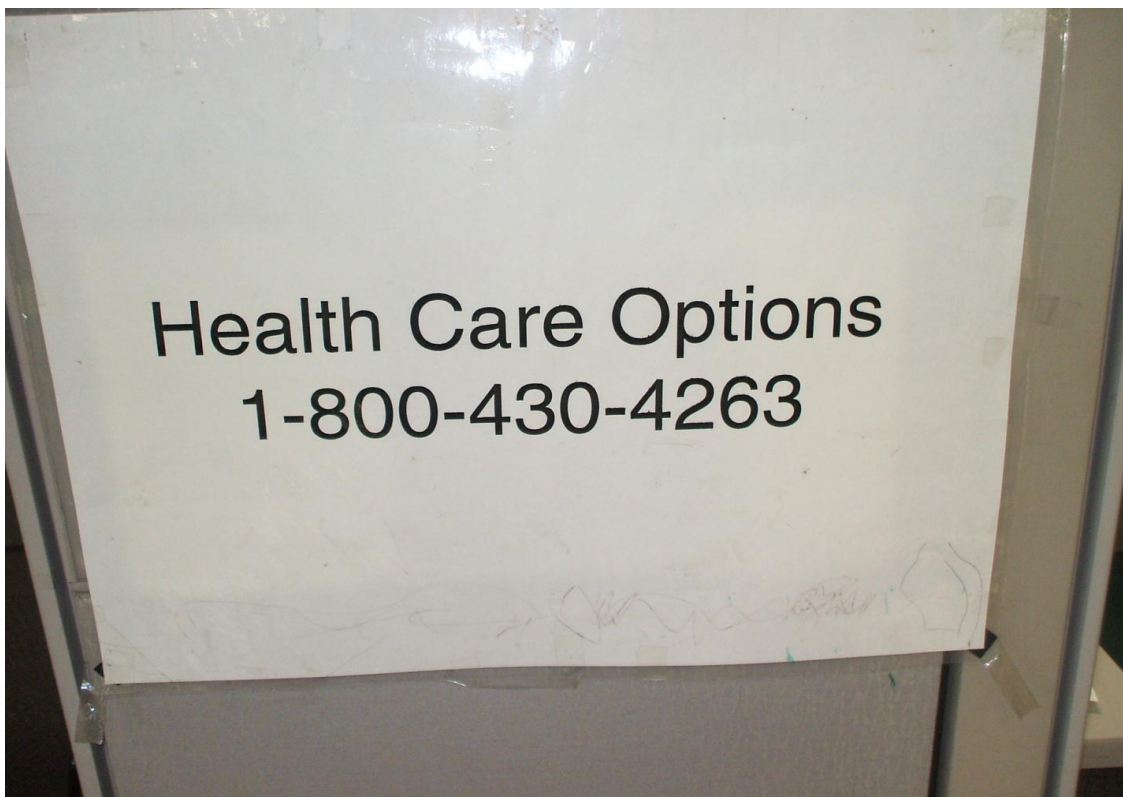
Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Sign not displaying in Threshold Language



Sign not in Threshold Language



Signs not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Sign not in Threshold Language



Signs not in Threshold Language



373 West Julian, San Jose, CA
Thursday – April 23, 2009
Santa Clara County



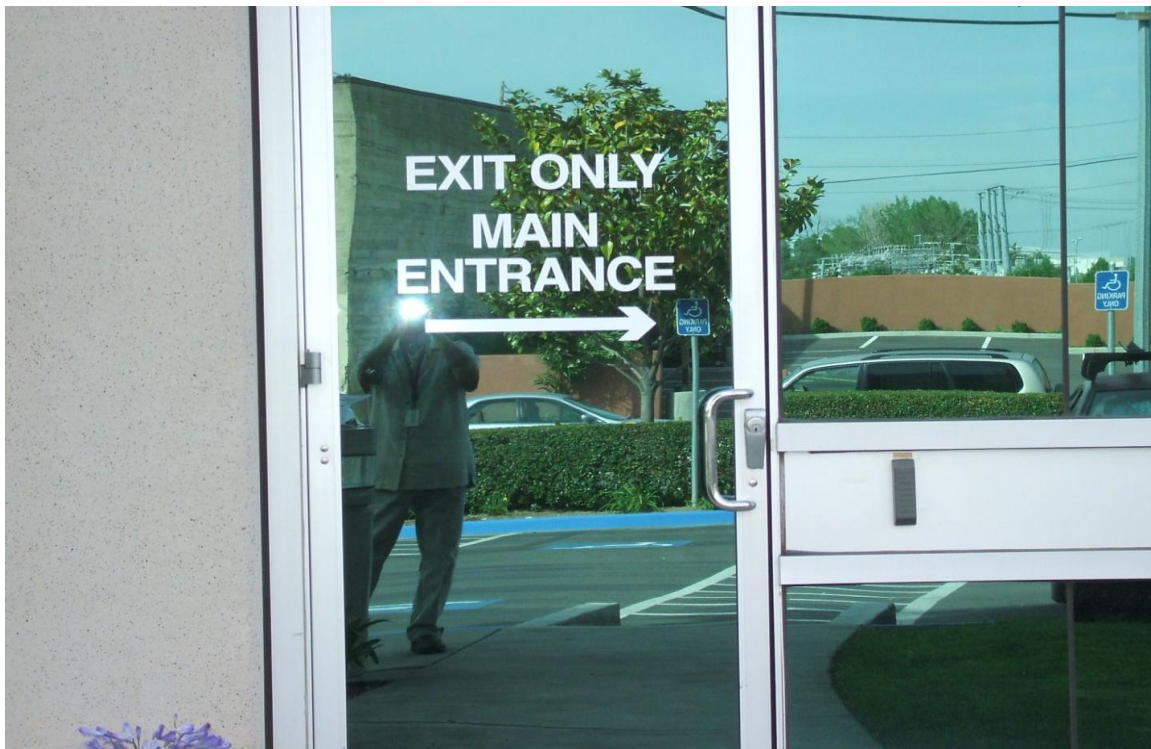
Ramp has a slope at 12.1%



One access aisle on passenger side of van space has a ramp extending into parking space with a length of 6'2" and width of 4'.



One access aisle on passenger side of van space has a ramp extending into parking space with a length of 6'2" and width of 4'.



Sign not in Threshold Language



Sign not in Threshold Language

VI. PROVISION FOR SERVICES TO APPLICANTS AND RECIPIENTS WHO ARE NON-ENGLISH-SPEAKING OR WHO HAVE DISABILITIES

Counties are required by Division 21 to ensure that effective bilingual/interpretive services are provided to serve the needs of the non-English-speaking population and individuals with disabilities without undue delays. Counties are required to collect data on primary language and ethnic origin of applicants/recipients (identification of primary language must be done by the applicant/recipient).

Using this information, a county may determine 1) the number of public contact staff necessary to provide bilingual services, 2) the manner in which they can best provide interpreter services without bilingual staff and 3) the language needs of individual applicants/recipients. Counties must employ an appropriate number of certified bilingual public contact employees in each program and/or location that serves a substantial number of non-English-speaking persons. In offices where bilingual staff are not required because non-English-speaking persons do not represent a substantial number, counties must provide effective bilingual services through interpreter or other means.

Counties must also provide auxiliary aids and services, including Braille material, taped text, qualified interpreters, large print materials, telecommunication devices for the deaf (TDD's), and other effective aids and services for persons with impaired hearing, speech, vision or manual skills. In addition, they must ensure that written materials be available in individuals' primary languages when the forms and materials are provided by CDSS, and that information inserted in notices of action (NOA) be in the individuals' primary language.

A. Findings from Program Manager Surveys, Staff Interviews and Case File Reviews

| Question | Yes | No | Some-times | Comments |
|----------------------------------------------------------------------------|------------|-----------|-------------------|-------------------------------------------------|
| Does the county identify a client's language need upon first contact? How? | X | | | The County uses a general Language Survey form. |
| Does the county use a primary language form? | X | | | |
| Does the client self-declare on this form? | X | | | |

| Question | Yes | No | Some-times | Comments |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Are non-English- or limited- English-speaking clients provided bilingual services? | X | | | Yes, from review of numerous cases, there is clear evidence that the client is being asked for his/her language preference. The county also makes efforts to match up a client to a same language worker. |
| After it has been determined that the client is limited-English or non-English speaking, is there a county process for procuring an interpreter? | X | | | The County utilizes a Language Survey –Interpreter/Translation Request sheet to assess the clients language needs, then if required will utilize in-house certified translators. If required county workers can access an extensive interpreters list for numerous other languages. |
| Is there a delay in providing services? | | X | | |
| Does the county have a language line provider, a county interpreter list, or any other interpreter process? | X | | | The County utilized Language Line and has a very extensive interpreters list for numerous other languages. |
| Are county interpreters determined to be competent? | X | | | County interpreters are certified in the language they speak and write. |
| Does the county have adequate interpreter services? | X | | | Based on the audit interview process, it was assessed that workers have professional and reliable interpretative services. During the facility audit a list of acceptable interpretative services was provide also. |
| Does the county allow minors to be interpreters? If so, under what circumstances? | X | | | The County does allow the usage of a minor (under the age of 18 years) to temporarily act as an interpreter under extenuating circumstances. |

| Question | Yes | No | Some-times | Comments |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|----|------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Does the county allow the client to provide his or her own interpreter? | X | | | |
| Does the county ensure that the client-provided interpreter understands what is being interpreted for the client? | X | | | The client is explained the possibility of miscommunication. Often the county will still provide an interpreter to sit in along with the client-provided interpreter. |
| Does the county use the CDSS-translated forms in the clients' primary languages? | X | | | |
| Is the information that is to be inserted into NOA translated into the client's primary language? | X | | | Yes, several forms were found in case files where the worker entered information in the client's language. |
| Does the county provide auxiliary aids and services, TDD's and other effective aids and services for persons with impaired hearing, speech, vision or manual skills, including Braille material, taped text, large print materials (besides the Pub 13)? | | X | | Overall the County does provide auxiliary aids, but in a couple of offices visited the audio tape of the Pub 13 was not available. |
| Does the county identify and assist the client who has learning disabilities or a client who cannot read or write? | X | | | |

| Question | Yes | No | Some-times | Comments |
|-----------------------------------------------------------------------------------|-----|----|------------|----------------------------------------------------------------------|
| Does the county offer screening for learning disabilities? | X | | | Screening is offered at in-take. |
| Is there an established process for offering screening? | X | | | Yes. At intake the client is screened for any learning disabilities. |
| Is the client identified as having a learning disability referred for evaluation? | X | | | |

B. Corrective Actions

| Area of Findings | Corrective Actions |
|------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Auxiliary Aids | Santa Clara County shall ensure the availability of auxiliary aids and services to persons who are deaf or hearing impaired, or persons with impaired speech, vision or manual skills where necessary to afford such persons an equal opportunity to access program services. Div 21-115.41 |

VII. DOCUMENTATION OF APPLICANT/RECIPIENT CASE RECORDS

Counties are required to ensure that case records document applicant's/recipient's ethnic origin and primary language, the method used to provide bilingual services, information that identifies an applicant/recipient as disabled, and an applicant's/recipient's request for auxiliary aids and services.

A. Findings from Case File Reviews and Staff Interviews

| Documented Item | IHSS | Adult Programs | CalWORKs Food Stamps | Eligibility | CWS |
|------------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|----------------------------------------------------------------------|
| Ethnic origin documentation | Ethnic origin was found using the SOC 341 or 295. | Ethnic origin was found using the SOC 341 or 295. | Ethnic origin was found using the SOC 341 or 295. | Ethnic origin was found using the SOC 341 or 295. | Ethnic origin was found using the SOC 341 or 295. |
| Primary language documentation | Language was found on the SOC 341. | Language was found on the SOC 341. | Language was found on the SOC 341. | Language was found on the SOC 341. | Language was found on the SOC 341. |
| Method of providing bilingual services and documentation | The County has an extensive Interpreters list and forms to document. | The County has an extensive Interpreters list and forms to document. | The County has an extensive Interpreters list and forms to document. | The County has an extensive Interpreters list and forms to document. | The County has an extensive Interpreters list and forms to document. |
| Method to inform client of potential problem using own interpreter | The clients are advised of potential problems using own interpreter. | The clients are advised of potential problems using own interpreter. | The clients are advised of potential problems using own interpreter. | The clients are advised of potential problems using own interpreter. | The clients are advised of potential problems using own interpreter. |
| Release of information to Interpreter | The County uses a release of information form. | The County uses a release of information form. | The County uses a release of information form. | The County uses a release of information form. | The County uses a release of information form. |
| Documentation of minor used as interpreter | Documentation evident in narrative. | Documentation evident in narrative. | Documentation evident in narrative. | Documentation evident in narrative. | Not applicable |
| Documentation of circumstances for using minor interpreter temporarily | Documentation occurred when a minor was used. | Documentation occurred when a minor was used. | Documentation occurred when a minor was used. | Documentation occurred when a minor was used. | Not applicable |
| Translated notice of actions (NOA) contain | Documentation Evident | Documentation Evident | Documentation Evident | Documentation Evident | Documentation Evident |

| Documented Item | IHSS | Adult Programs | CalWORKs Food Stamps | Eligibility | CWS |
|--------------------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------|------------------------------------------------------------|
| translated inserts | | | | | |
| Method of identifying client's disability | Records show good documentation | Records show good documentation | Records show good documentation | Records show good documentation | CWS/CMS had reference to disability. |
| Method of documenting a client's request for auxiliary aids and services | General documentation for auxiliary aid and services good. | General documentation for auxiliary aid and services good. | General documentation for auxiliary aid and services good. | General documentation for auxiliary aid and services good. | General documentation for auxiliary aid and services good. |

III. STAFF DEVELOPMENT AND TRAINING

Counties are required to provide civil rights and cultural awareness training for all public contact employees, including familiarization with the discrimination complaint process and all other requirements of Division 21. The training should be included in orientation, as well as the continuing training programs.

A. Findings

| Interview questions | Yes | No | Some-times | Comments |
|-------------------------------------------------------------------------------------------------------------------------|-----|----|------------|--------------------------------------------------------------------------------|
| Do employees receive continued Division 21 Training? | X | | | Employees receive training at commencement of job and at least once a year. |
| Do employees understand the county policy regarding a client's rights and procedure to file a discrimination complaint? | X | | | |
| Does the county provide employees Cultural Awareness Training? | X | | | Employees receive regular cultural training, intermittent throughout the year. |
| Do the CSW's have an understanding of MEPA (Multi-Ethnic Placement Act)? | X | | | |

| | | | | |
|-------------------------------------------------------------------------------------------------------------|---|--|--|--|
| Do the employees seem knowledgeable about the predominant cultural groups receiving services in their area? | X | | | |
|-------------------------------------------------------------------------------------------------------------|---|--|--|--|

IX. DISCRIMINATION COMPLAINT PROCEDURES

Counties are required to maintain a process for addressing all complaints of discrimination. They must track complaints of discrimination through the use of a control log in which all relevant information is kept, including when the complaint was received, the name of the complainant, identifying numbers and programs, basis of discrimination, and resolution. It is usually the Civil Rights Coordinator responsibility to maintain this log.

A. Findings from Staff Interviews and Program Manager Surveys

| Interview and review areas | Yes | No | Some-times | Findings |
|-------------------------------------------------------------------------------------------------------------------------------|------------|-----------|-------------------|----------------------------------------------------------------------------------------------------------------------------|
| Can the employees easily identify the difference between a program, discrimination, and a personnel complaint? | | X | | During telephone interviews a majority of staff were unable to distinguish a program complaint from a personnel complaint. |
| Did the employees know who the Civil Rights Coordinator is? | X | | | |
| Did the employees know the location of the Civil Rights poster showing where the clients can file a discrimination complaint? | X | | | |
| When reviewing the complaint log with the Civil Rights Coordinator, was it complete and up to date? | X | | | |

B. Corrective Action

| Element | Corrective Action |
|------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Discrimination Process | Santa Clara County shall ensure staff have knowledge of the discrimination complaint process and are able to differentiate it from other complaint processes. Div. 21-117 and 21-203 |

X. CONCLUSION

The CDSS found the County of Santa Clara Social Services Agency (SSA) in satisfactory compliance with CDSS Division 21 Regulations, and other applicable state and federal laws. The civil rights program was visible in the main reception areas with an overall “climate” of participant service. County staff continues to reflect a commitment similar to that expressed by management with respect to ensuring access, assistance, and compliance.

Although the offices visited in the County of Santa Clara are providing appropriate client support, there remain isolated issues with displaying client instructional and directional signage in threshold language.

The County of Santa Clara SSA must remedy the deficiencies identified in this report by taking corrective actions. A corrective action plan must be received by CDSS within 60 days of the date of the cover letter to this report; and the plan must include a schedule by which all actions will be taken to correct the deficiencies.

It is our intent that this report be used to create a positive interaction between the county and CDSS in identifying and correcting compliance deficiencies and to provide the county with an opportunity to implement corrective action to achieve compliance with Division 21 regulations. Civil Rights staff are available to provide technical assistance as requested.

Again, it should be noted that there was exceptional cooperation and coordination. Thank you for your support in completing this compliance review.